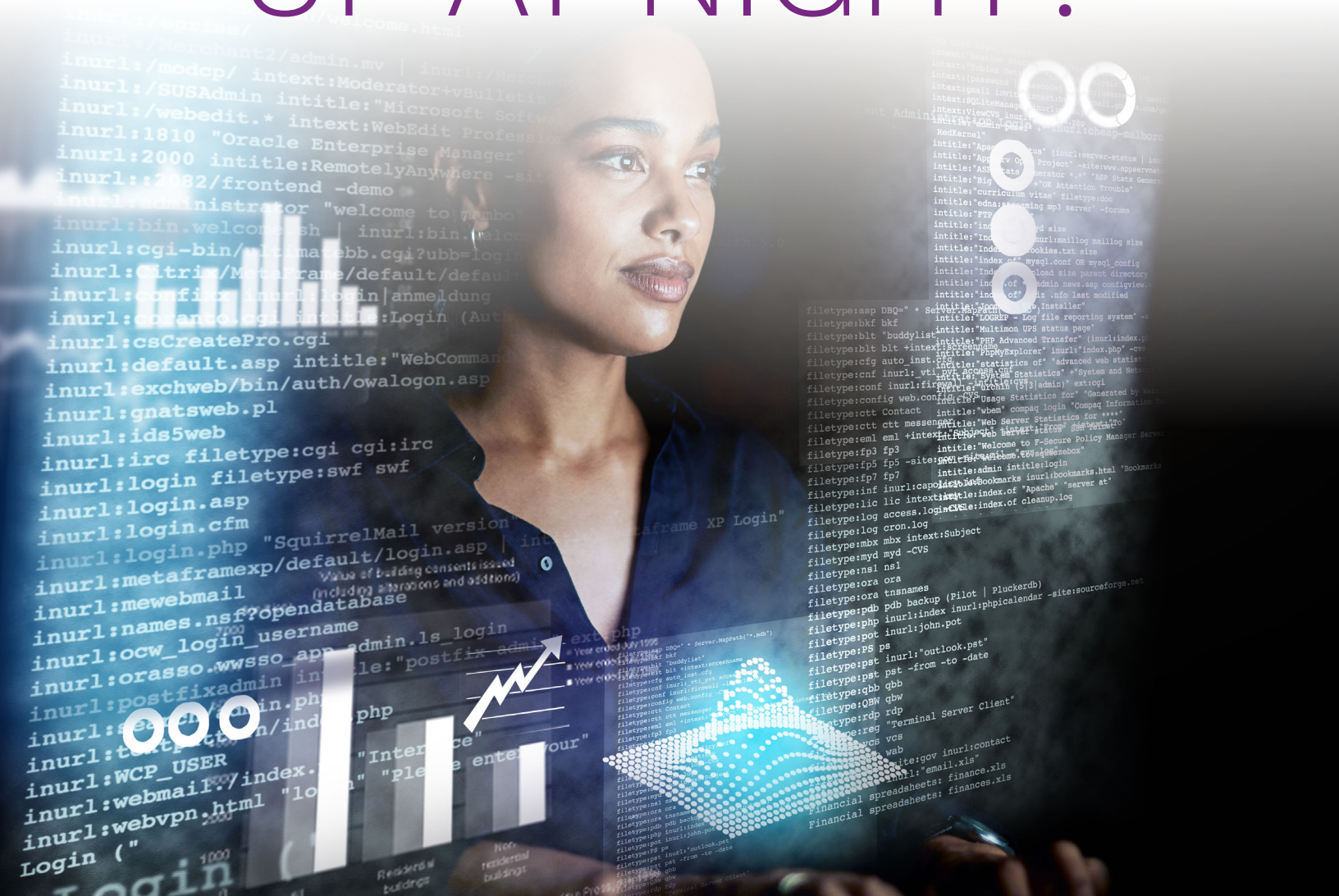


What keeps Medicaid dental & vision executives

UP AT NIGHT?



SKYGEN®

PUTTING MEDICAID DENTAL & VISION IN CONTEXT

\$17.8B

Medicaid and CHIP expenditures for dental services in 2021.

Source: Centers for Medicare and Medicaid Services, 2023.

\$2B

Spent on ER visits for dental conditions annually.

Source: Texas A&M University School of Public Health, 2020.

33%

Dentists in the US serve Medicaid members.

Source: American Dental Association, Health Policy Institute, 2022.

10%

Publicly insured children under 18 that have fair or poor teeth condition.

Source: Centers for Medicaid and Medicare Services, 2023.

33%

of states with Medicaid managed care have at least one health equity requirement for MCOs.

Source: Kaiser Family Foundation, 2023.

\$2.6B

Estimated savings for dental plans and providers by automating processes.

Source: 2022 CAQH Index.

At age **60**

Disparities in vision health for racial/ethnic groups begin to increase.

Source: Centers for Disease Control and Prevention Vision Health Initiative, 2022.

People who report having visual difficulty are more likely to have health care coverage through Medicaid.

Source: 2016 National Health Interview Survey reported in Ophthalmic Epidemiology 2020.



“I help our state’s Medicaid program care for our most vulnerable community members. I need to control spending and increase access to quality care while keeping my constituents happy.”

SUSAN SAVE, **STATE MEDICAID DIRECTOR**

“My passion is improving the oral health of our vulnerable populations while better managing costs. I’m focused on partnering with providers and finding innovative solutions to improve oral health outcomes.”

DR. HENRY STAYWELL, **CHIEF DENTAL OFFICER**



“The effectiveness of our dental and vision provider networks affects health outcomes of our members as well as overall healthcare costs. I’m building high quality provider networks and offering the greatest access to care for our vulnerable populations.”

BARBARA BUILDER, **VICE PRESIDENT OF PROVIDER RELATIONS**

“Driving greater efficiency is always top of my mind. I’m looking for ways to lower costs while increasing access to high quality dental and vision care. I rely on technology solutions to streamline operations and better manage compliance.”

KATHERINE COST, **CHIEF OPERATING OFFICER**



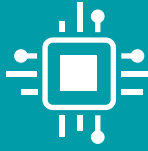
“Bridging the gap between legacy technology and increasing security and compliance requirements is a continuous challenge. Legacy systems aren’t designed for data sharing in the modern healthcare environment.”

DEREK DIGITAL, **CHIEF TECHNOLOGY OFFICER**

“I’m looking for ways to engage members digitally that break down barriers and improve understanding and trust, so they feel comfortable seeing their dental and vision providers on a regular basis.”

OLIVER OUTREACH, **DIRECTOR, MEMBER ENGAGEMENT/EXPERIENCE**





MEDICAID: EXPANDING ACCESS TO QUALITY DENTAL & VISION CARE

Medicaid executives are resolute – they have to be to continue the fight against oral and vision health inequities. There’s a common thread keeps Medicaid executives up at night, and that is finding ways to expand access to quality dental and vision care to the underserved.

Despite the ever-changing Medicaid landscape, expectations for what they must accomplish are high. Improving plan stewardship through cost and efficiency goals, so every dollar goes farther in providing more access to quality care. Proactively managing regulatory compliance. Partnering with providers to create access. Engaging more closely with members and encouraging them to utilize the benefits they have.

Digital transformation in healthcare, and specialty benefits in particular, holds immense potential for helping Medicaid executives overcome these challenges. This eBook details specific digital strategies and tools that bring innovation and closer engagement with members and providers to the table.



STATE MEDICAID DIRECTOR CHALLENGES



Stretching budgeted dollars while maximizing access to quality dental and vision care for vulnerable high needs, high cost populations



Ensuring compliance and program advancement with ever-changing regulations and market uncertainty



Integrating member-centric oral health care for improved outcomes



Managing provider data and offering up-to-date directories

SKYGEN DENTAL & VISION SOLUTIONS



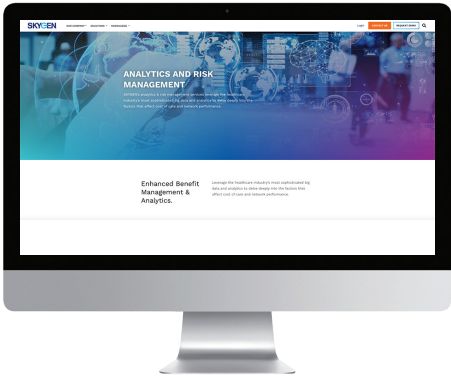
AUTOMATION OF VALUE-BASED SOLUTIONS & COMPLEX BENEFITS

Implement a technology platform that powers innovative payment models and supports quality care and outcomes



BENEFITS ADMINISTRATION SERVICES (TPA)

Deliver strong stewardship of taxpayer dollars, manage regulatory compliance and engage members and providers through flexible, end-to-end TPA solutions combining extensive, specialty benefits experience with the industry's leading technology platform.



ENHANCED BENEFIT MANAGEMENT

Analyze program and MCO performance to reduce costs, ensure appropriate care, engage providers, uncover FWA and ensure network adequacy and patient access



VISION PORTAL

Manage the cost and quality of vision care more efficiently and improve the provider experience by automating vision material management in real-time



DENTAL HUB™

Improve provider experiences by modernizing and streamlining dental business interactions.

CHIEF DENTAL OFFICER CHALLENGES



Driving greater access to high quality preventive dental care



Achieving state compliance; working to reduce fraud, waste and abuse



Offering the right programs, to the right people, at the right cost, at the right time



Executing efficient and effective care management and oversight of population health programs



Engaging providers with innovative workforce solutions to improve oral health in communities



Better aligning financial incentives to reduce costs and improve outcomes (value-based programs)



SKYGEN DENTAL & VISION SOLUTIONS



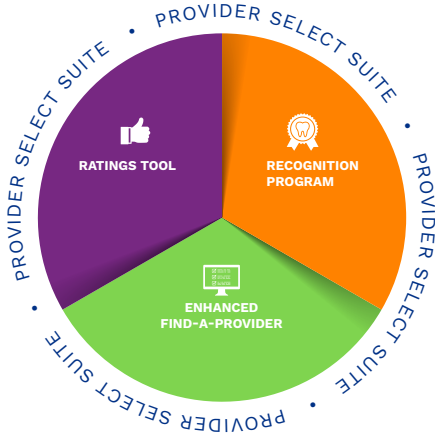
AUTOMATION OF VALUE-BASED SOLUTIONS & COMPLEX BENEFITS

Implement a technology platform that powers innovative payment models and supports quality care and outcomes



MODERN BENEFITS ADMINISTRATION PLATFORM

Improve the health of Medicaid populations and reduce costs with a modern, automated technology solution built from the ground up to improve access to high quality dental and vision care.



PROVIDER SELECT SUITE

Identify and drive high-quality, appropriate dental and vision care, recognize and reward high-performing providers, and direct members to high-performing providers to better manage the cost of care and increase patient and provider satisfaction.



ENHANCED BENEFIT MANAGEMENT

Analyze program and MCO performance to reduce costs, ensure appropriate care, engage providers, uncover FWA and ensure network adequacy and patient access

CHIEF OPERATING OFFICER CHALLENGES



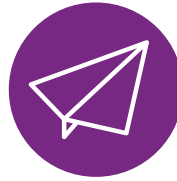
Ensuring compliance with the latest federal and state regulations



Achieving HEDIS quality measurements for our organization



Meeting member and provider service expectations



Streamlining operations to reduce costs and remain competitive in our market



SKYGEN DENTAL & VISION SOLUTIONS



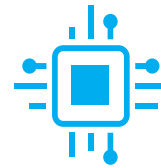
BENEFITS ADMINISTRATION SERVICES (TPA)

Deliver strong stewardship of taxpayer dollars, manage regulatory compliance and engage members and providers through flexible, end-to-end TPA solutions combining extensive, specialty benefits experience with the industry's leading technology platform.



PERFORMANCE REPORTING & ANALYTICS

Improve care and service metrics with tools and analytics that provide performance insights on reimbursement structures, benefit costs, patient access and dental provider performance



SaaS BENEFIT ADMINISTRATION PLATFORM

Streamline benefit management on a single platform for dental and vision administration that automates manual tasks and reimbursements, and is compliant with CMS regulations

CHIEF TECHNOLOGY OFFICER CHALLENGES



Protecting the security of our system and the data with which we are entrusted, including PHI



Ensuring interoperability across many systems such as providers, vendors, members, and administrators



Ensuring interoperability across many systems such as providers, vendors, members, and administrators



Keeping up with compliance and regulatory requirements



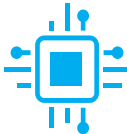
Improving the provider, member, and stakeholder experience

SKYGEN DENTAL & VISION SOLUTIONS



ZERO DOWNTIME, CONTINUOUS UPGRADES

Reduce time to market and increase performance



SCALABLE, FLEXIBLE & HIGHLY CONFIGURABLE SYSTEM

Meet dynamic market demands with a system built from 40+ integrated web-based components, highly configurable to meet specific client and market needs



HIGH QUALITY & RELIABLE PLATFORM

Ensure stability with a platform that is continuously advanced through input, design, and testing, and that exceeds industry standards for quality, with error-free rates of 97% (measured over a 12-month study)



HITRUST CSF CERTIFIED

Meet key healthcare regulations and requirements for benefit administration system and business processes and protect and secure private healthcare information

VP OF PROVIDER RELATIONS CHALLENGES



Developing high-quality networks faster to meet business needs



Implementing provider engagement programs to attract, retain, and recognize the highest-quality, lowest cost providers in the network



Increasing provider satisfaction by alleviating their administrative burden with easy-to-use digital tools



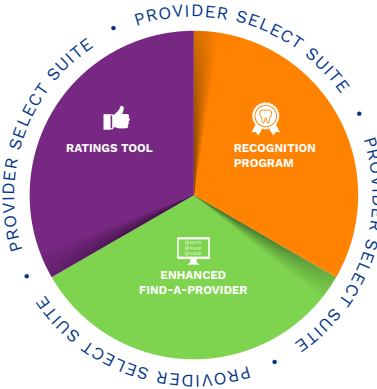
Identifying, reducing and preventing fraud, waste, and abuse



Lowering the cost of care through the best practice of benefit, care and network management programs



SKYGEN DENTAL & VISION SOLUTIONS



PROVIDER SELECT SUITE

Identify and drive high-quality, appropriate dental and vision care, recognize and reward high-performing providers, and direct members to high-performing providers to better manage the cost of care and increase patient and provider satisfaction.



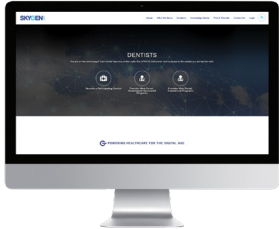
VISION PROVIDER PORTAL

Automate vision material management by providers with full vision lab integration and complete workflow interoperability to increase speed, efficiency and member satisfaction with vision care



DENTAL HUB™

Build instant networks quickly and efficiently by defining the location, posting the contract and selecting providers, then offering providers a platform that modernizes and streamlines dental business interactions



ENHANCED BENEFIT MANAGEMENT

Analyze program and MCO performance to reduce costs, ensure appropriate care, engage providers, uncover FWA and ensure network adequacy and patient access



CONTINUOUS CLAIM PROCESSING & REVENUE CYCLE MANAGEMENT

Improve provider experience with automated claims and payments



Implementing member engagement programs that increase access to care and improve benefit utilization and health outcomes.



Enhancing coordinated digital outreach to underserved and rural communities



Increasing member satisfaction by enabling communication between members, providers and the organization



Improving oral and vision health literacy

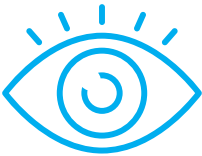


SKYGEN
DENTAL & VISION
SOLUTIONS



DENTAL MEMBER MOBILE APP

Enable members to easily manage their benefits from their smartphone with an app that features easy-to-understand language and an intuitive user interface, and delivers customized branding, surveys and push messaging



VISION MEMBER MOBILE APP

Enable members to easily manage their benefits from their smartphone with an app that allows them to shop online with in-network providers and submit out-of-network claims



MEMBER WEB PORTAL

Improve members' experience with online access to healthcare benefits that enables them to find providers who meet their needs, review covered services and claim history, and access educational information

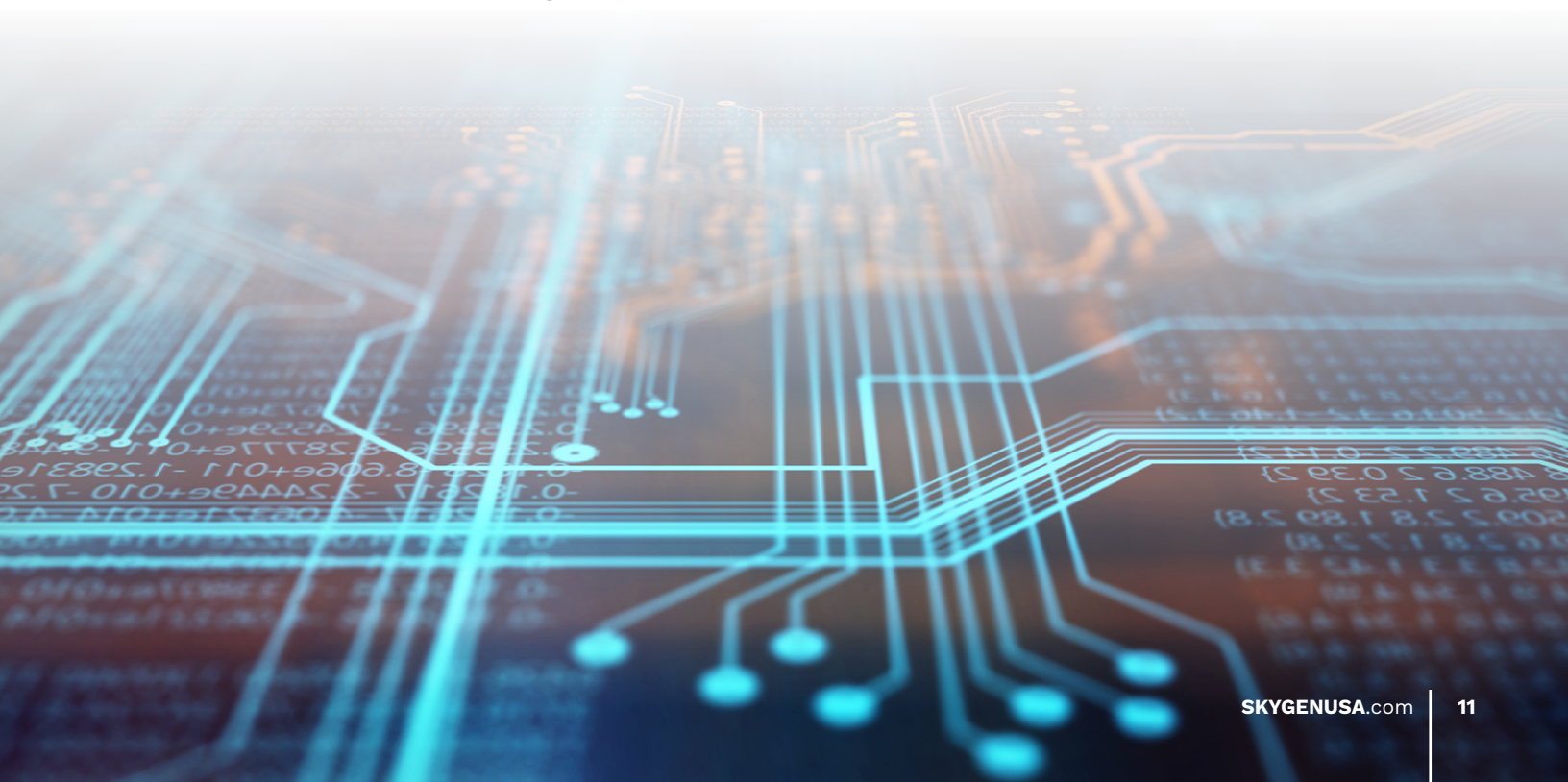


BENEFITS ADMINISTRATION SERVICES (TPA)

Deliver strong stewardship of taxpayer dollars, manage regulatory compliance and engage members and providers through flexible, end-to-end TPA solutions combining extensive, specialty benefits experience with the industry's leading technology platform.

WHAT MAKES SKYGEN SUCH A GREAT PARTNER?

Built for Specialty Benefits





SKYGEN ENTERPRISE SYSTEM:
TPA, SaaS & EVERYTHING IN BETWEEN

We partner with you to develop the solution that's right for you.

50M

lives on our platform,
spanning both Commercial &
Government markets

Serving all

50

STATES,

plus the District of Columbia &
Puerto Rico

129K+

Providers touched



THE PEACE OF MIND YOU NEED FOR A GOOD NIGHTS SLEEP

Our solutions meet you where you are today – and help you transform your tomorrow.



MINIMIZE RISK.
Start with a SKYGEN TPA partnership to transition operations without a hiccup



MODERN AUTOMATION PLATFORM.
Legacy platforms' inefficient technology can cost you – and leave you open to cyberattacks.

GAIN CONTROL.
Bring operations in-house and simplify vendor management.



THE RIGHT TOOLS FOR THE JOB.
Don't try to run your specialty business on a platform that isn't designed for dental and vision.

PARTNER WITH EXPERTS.
SKYGEN's specialty benefits team helps you fine-tune operations and gives you time to build your team.



DATA INSIGHTS AT YOUR FINGERTIPS.
Legacy systems don't excel at data management. SKYGEN provides instant access to your plan performance analytics.

POSITION YOURSELF FOR GROWTH.
With built-in flexibility and scalability, our Enterprise System platform sets you up for growth in membership or new market opportunities.



INTEGRATION IS KEY.
Today, no system is an island. Robust APIs and custom integrations ensure our platform and data integrates seamlessly with your systems.

MANAGE COSTS.
Cut down on upfront technology investments by taking advantage of our cloud platform.



IT'S ALL ABOUT THE CUSTOMER.
At the end of the day, it's about your customers – from agents and employers to members and providers...our technology delivers efficient operations, lower benefit costs and better experience.

About SKYGEN

SKYGEN powers transformation of specialty benefits administration with technology and service solutions that reduce healthcare costs, improve access to care, increase healthcare value and elevate experiences and satisfaction for all stakeholders. SKYGEN partners with healthcare payers, delivery systems, and state regulatory agencies to administer dental and vision and other specialty benefits in both commercial and government markets. With its intelligent software-as-a-service (SaaS) automation, third-party administration (TPA), marketplace connectivity and risk management solutions, SKYGEN powers the nation's leading healthcare organizations, and serves nearly 50 million member lives across all 50 states plus the District of Columbia and Puerto Rico.

For more information, please visit [SKYGENUSA.com](https://www.skygenusa.com).

